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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

McConnell et al.

Serial No.: 10/645,917

Filed: August 20, 2003

For: Method and System for Selecting a  
Preferred Contact Center Agent Based  
on Agent Proficiency and  
Performance and Contact Center State

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) Examiner: Borissov, Igor N.  
)  
) Art Unit: 3629  
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) Confirmation No. 9581  
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INFORMATION DISCLOSURE STATEMENT

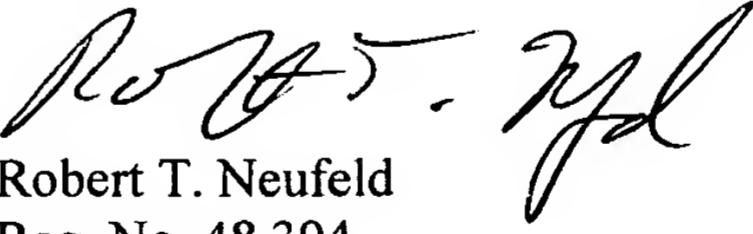
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Sir:

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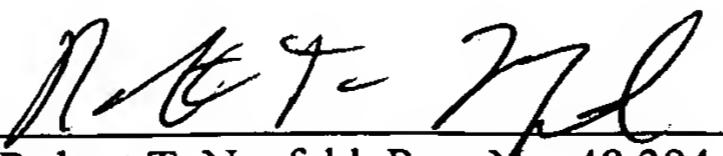
Respectfully submitted,



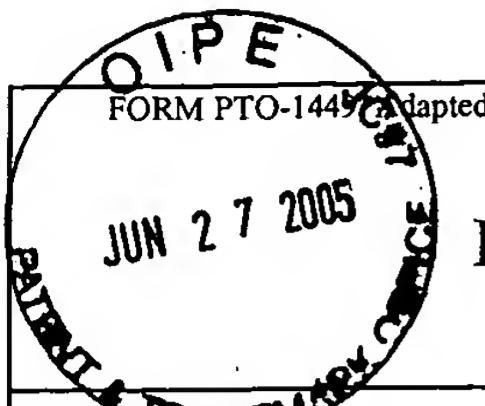
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K&S Docket: 07117.105015 US  
3789500

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## LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTY. DOCKET NO. 07117.105015		SERIAL NO. 10/645,917	FILING DATE August 20, 2003					
APPLICANT McConnell et al.				GROUP 3629				
U.S. PATENT DOCUMENTS								
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE	
	AA	5,513,308	4/30/1996	Mori, Toshiya	395	155	9/1/1993	
	AB	6,340,977 B1	1/22/2002	Lui et al	345	709	5/7/1999	
	AC	2002/0118220 A1	8/29/2002	Lui et al.	345	709	11/20/2001	
	AD							
	AE							
	AF							
	AG							
	AH							
	AI							
	AJ							
FOREIGN PATENT DOCUMENTS								
	DOCUMENT NUMBER	DATE	COUNTRY	NAME			TRANSLATION YES NO.	
	AK	WO 2000/68769	11/16/2000	PCT	Lui et al.			
	AL							
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)								
	AM		Deloitte & Touche; <i>Tech Trends – 2002 Annual Report</i> ; (2002); Volume 1; pp. 23-26					
	AN		Knoa Software, Inc.; <i>Achieving Enterprise Application ROI by Managing User Performance</i> ; March 2003; pp. 1-12					
	AO		Knoa Software, Inc.; <i>Driving ROI From On-Demand Services</i> ; October, 2003; 6 Pages					
	AP		Knoa Software, Inc.; <i>The knoa Guidance™ Application</i> ; April 2003; pp. 1-12					
	AQ							
EXAMINER				DATE CONSIDERED				
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.								